

# Our Commitment to You

*Clients, patients,  
residents, & families*



## **We will:**

- Treat everyone with courtesy, respect, and dignity
- Be prepared to listen, hear, and understand others
- Provide the safest care possible
- Use a calm tone of voice and non-threatening body language
- Collaborate with clients, patients, residents, and families
- Communicate respectfully with clients, patients, residents, and families, and your team members
- Maintain the confidentiality of your personal health information
- Share only information relevant to your care
- Give timely responses to questions, concerns, and ensure follow up

## **We ask that you:**

- Treat everyone with courtesy, respect, and dignity
- Ask questions if information is unclear
- Use a calm tone of voice and non-threatening body language
- Be a participant and decision-maker in your health care
- Identify your substitute decision maker
- Provide all relevant information to your health care team
- Maintain the confidentiality of other patients' health information

If you have any questions or concerns we suggest you discuss them with one of the members of your health care team.  
Feedback may also be provided through the Regional Client Relations Office at  
[clientrelations@westernhealth.nl.ca](mailto:clientrelations@westernhealth.nl.ca) or 1-833-784-6802